Subject: Using Citrix on a Chromebook

The SRS Citrix team does not officially support Chromebooks but we will try to help you if we can. We only officially support Windows 10 because other non-Microsoft Operating Systems can be very fussy and online documentation and support is limited. Chromebooks should function but they are a buyer beware situation. A Chromebook should work if you install the applications below from the Chrome Web Store in the order listed.

Smart Cards on Chromebooks Source: https://support.google.com/chrome/a/answer/7014689?hl=en

Install these three ChromeOS Web Store Apps in this order:

Smart Card Connector (https://chrome.google.com/webstore/detail/smart-card-connector/khpfeaanjngmcnplbdlpegiifgpfgdco)

Smart Card Middleware Charismatics (https://chrome.google.com/webstore/detail/cssi-smart-card-middlewar/haeblkpifdemlfnkogkipmghfcbonief?hl=en)

Citrix Workspace (https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadagjlijoggckpgfnoeiflnem?hl=en)

Insert your Smart Card.
- Some Chromebooks have been known to require a restart to initially detect the Smart card.
- Some Chromebooks will only detect the Smart Card if it is in the reader during boot up.
- Some Chromebooks detect the Smart Card at any point.
- Some Chromebooks require you to launch Charismatics before you launch Citrix Workspace.
- You'll need to experiment to learn the behavior of your device.

Launch Citrix Workspace.
- When prompted for an address/account/server, enter: https://ctxhome.srs.gov
- Enter your PIN when prompted.

Launch the desired Citrix Application or Desktop.
- Depending on the speed of your Internet Service Provider, your experience may vary.
- When launching a Citrix Session and you receive a Windows Logon Screen, wait until Sign On Options appears and select Smart Card.
- Watch the activity light on your Smart Card reader to determine if it being read (flashing).
- If there is no activity light, pull the card and reinsert it.

To repair an installation for troubleshooting purposes, uninstall all three of the above components and install them again in the order listed.